Help File for Missouri Organ Donor Registry (Web Application)

888-497-4564 – Program Staff
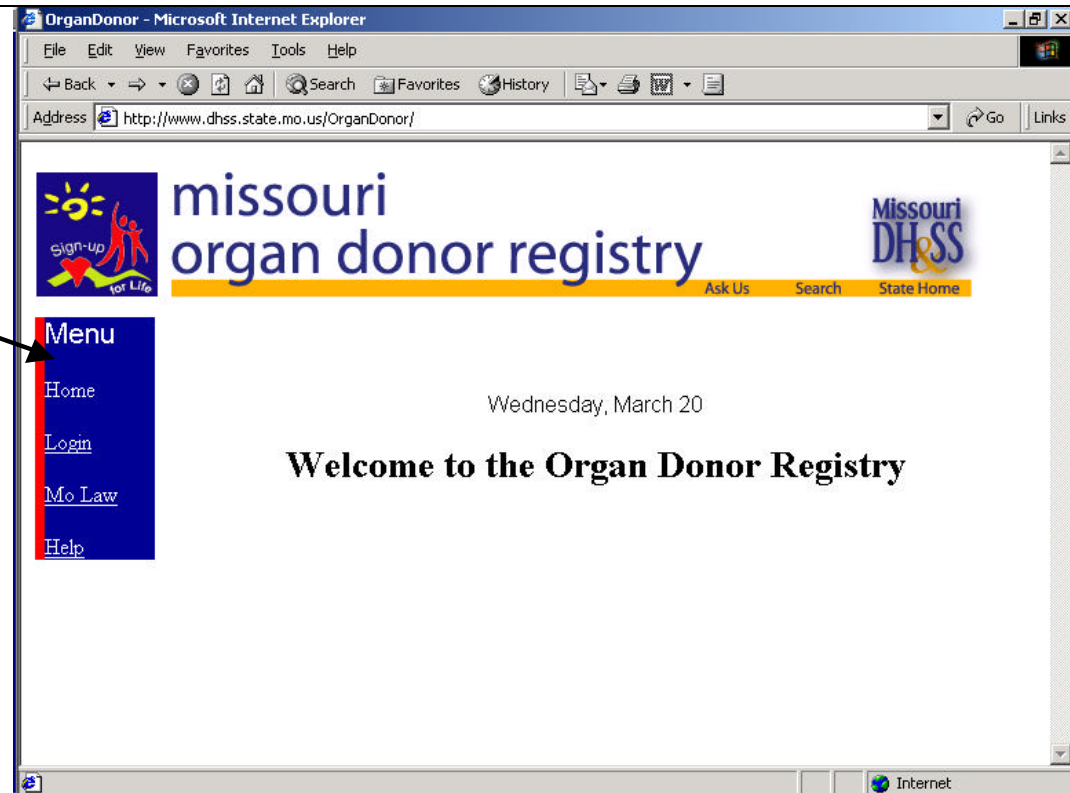
800-347-0887 – OIS Help Desk Staff

Front Page

Open your web browser and go to
www.dhss.state.mo.us/OrganDonor/

You can select **Login, Help** or **MO Law** from the menu at the left of the page.

Click **Login** to enter the registry.

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Login Page

Enter your UserID and password.
Your **UserID** should be set to the first 5 letters of your last name and then your first initial.
Example: Bob Anderson's id would be **anderb**

Your **Password** should initially be set to your first initial and last initial, followed by the last four digits of your SSN.

Example: Bob Anderson would be **ba1234**. You are encouraged to change your password the first time you access the registry. Instructions for changing a password are described on page 7.

Click "**Login**"

Note: Login errors are noted on this web page. If you are unable to login, the page lists telephone numbers for assistance.

After a successful login, you will be redirected to the **search page.**

Organ Donor Registry - Login - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

Address https://dhssweb03.dhss.state.mo.us/default.asp

missouri
organ donor registry

Ask Us   Search   State Home

Login
MO Laws
Help

**Organ Donor Registy
Login**

Confidentiality Statement:
You are about to gain access to the Missouri Department of Health and Senior Services Organ Donor Registry. By proceeding, you are agreeing to keep confidential all information made available to you through this application. Any unauthorized access, use and/or disclosure of information may result in a loss of access privileges, an action for civil damages, an action for criminal charges, and/or disciplinary action including but not limited to suspension or dismissal.

UserID:

Password:

Login

Login | MO Laws | Help

Internet

Search Page

You may **search by driver's license number** (DLN). **Note: If anything is entered in the driver's license field, all other fields are ignored.** DLN will be up to 10 characters in length.

If the DLN is not known, you may **search by last name and other criteria**. Last name (at least in part) is the only required field if not searching by DLN. Optionally, you may enter the first name, middle name, and/or date of birth, or month or year of birth.

When doing a name search, you must decide how all the name information is entered. Choose from *Exact, Soundex* or *Begins with*. Exact is most specific and Soundex is most broad. See the decriptions below:

Exact: All name information entered is the exact spelling.

Soundex: You are unsure of the spelling for at least one piece of name information. This is a "sounds like" search.

Begins with: At least one piece of name information entered is just the beginning letters. This is helpful for hyphenated names, Jr., Sr. or if you wish to search by last name & first initial.

Once you enter the criteria on which you wish to search, click **"Submit."**

Organ Donor Registry - Search Database - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

Address https://dhssweb03.dhss.state.mo.us/SearchPage.asp

missouri
organ donor registry

Missouri DH&SS

Ask Us   Search   State Home

Organ Donor Registry
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Driver License Number:

If anything is in the Driver License Number field, the search will only be on Driver License Number.

-OR-

● exact   ○ soundex   ○ begins with

Last Name:

First Name:

Middle Name:

Date of Birth (mm/dd/yyyy):

If only month and/or year of birth is known, use the fields below.

Year of Birth (4 digits):   **Month of Birth** (1 to 12):

Submit

Login | Change Password | New Search | MO Law | Help | Logout

Internet

Criteria Not Found

If the criteria you entered was not found in the Missouri Organ Donor Registry, you will get the message "Nothing with that criteria was found in the Organ Donor Registry."

Click the 'back' button to verify data entry and submit again.

Helpful Hints:
Verify that there are **no leading or trailing spaces**. The computer will try to match those spaces, and often a "Criteria not found" will result.

Verify that there is **no information in the Driver's License Number**. The computer will disregard all other fields if any thing is contained in the DLN field.

Remember **not all Missourians use the SSN** as their Driver's License Number. Many have opted for a unique number assigned by Dept of Revenue. If you are unsuccessful with a search by DLN, always try a search by name.

Individual Search Results

If you enter a **Driver's License Number** that is found in the registry, you will be redirected to the individual results page.

You can print this page or use the print screen command to import this page into a printable document. The Print Screen Command is described on page 9 of this document.

Intermediate Search Results

If you enter **name information** that is found in the registry, you will be redirected to the intermediate results page.

This page lists in a table all the matches to the criteria you enter.

The first column of the table lists the Driver's License Number. Each Driver's License Number is a link to that person's individual results page. Click on the License Number to select the person's information.

Change Password.

Click **Change Password** on the menu to be redirected to the "change password" page.

Enter your current password.

Enter your new password.

Re-type your new password.

Both "new password" fields must match exactly.

Suggestions:
We recommend that you select a unique personal password that is 5 to 12 characters in length. Use a letter to start the password, but a combination of numbers and letters in highly recommended. Do not use any spaces or characters other than simple numbers and letters.

Reporting Error Messages

Please use one of the following ways to document any difficulties you encounter.
1. E-mail the information or a copy of the screen print (see below) to - support@dhss.state.mo.us
2. Call the OIS Help Desk - 800-347-0887
3. Fax printed copies of errors reported to Organ Donor Program (573) 522-2899

The OIS Help Desk line is staffed Monday through Friday 7:30AM to 6:00PM, but the line is often busy. You may find it most helpful to **email your specific difficulty** at the time you discover a problem. If you opt to email your problem, please **include the following information:**
- ✓ First and last name
- ✓ Organization
- ✓ Application Name (web-based Organ Donor)
- ✓ Connection Type (Internet or Dial-up).
- ✓ **Description or screen print** of the problem or error message (includes error number, error source, error description and the web-page address). It will be easiest to print a copy of the page or create an image of the page using the screen print technique noted below.

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https://dhssweb03.dhss.state.mo.us/ChangePassword.asp - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

Address https://dhssweb03.dhss.state.mo.us/ChangePassword.asp   Go   Links

There appears to be a problem with the password you entered. Some common causes of this are:

- Password begins with a number (2 vs. two)
- Password contains characters other than letters and numbers
- Password is too short... We recommend between 5 and 12 characters
- Password is too long... see line above
- Password is case sensitive
- Leading or trailing spaces

If you feel that none of the above causes apply to you, contact the OIS Help Desk at (800) 347-0887 or support@dhss.state.mo.us.

Information to provide the help desk personnel:

- **Your Name**
- **Your Organization**
- **Application Name:** Organ Donor (Internet)
- **Specify Connection:** Dial-up or Internet
- **Error Number:** -2147217900
- **Error Source:** OraOLEDB
- **Error Description:** ORA-00988: missing or invalid password(s)
- **Page Address:** See your browser's address bar above.

Routed through error number -2147217900

Done   Internet

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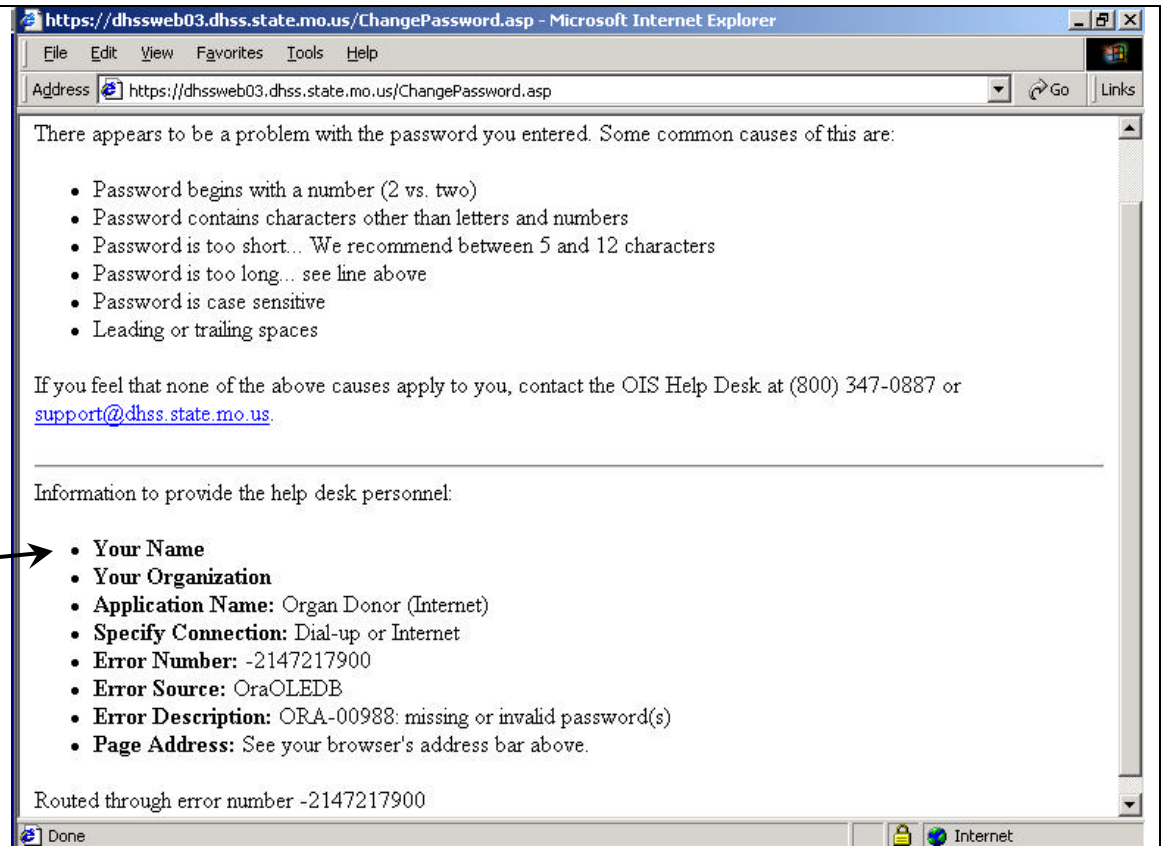
How to make a print screen

Including a screen print with your email is a quick and very easy way to show OIS Help Desk staff exactly what your screen showed at the time you encountered the difficulty.

There are two ways to make a screen image of your display to include in your email.

1. **Direct to email** (easiest)

2. **Screen print as an attachable document.**

Direct to Email (Easiest):
1. At the point the error has occurred, press the "**Ctrl & A**", then "**Ctrl & C**" A copy of the text on your desktop will be created.
2. Open a blank message in your e-mail. In the area of the message, press "**Ctrl & V**"
3. Remember to include in your email:
   - ✓ First and last name
   - ✓ Organization
   - ✓ Application Name (web-based Organ Donor)
   - ✓ Connection Type (Internet or dial-up)
4. Send to **support@dhss.state.mo.us**

Mac Users
1. At the point the error has occurred, press the "**Open Apple & A**", then "**Open Apple & C**" A copy of the text on your desktop will be created.
2. Open a blank message in your e-mail. In the area of the message, press "**Open Apple & V**"
3. Remember to include in your email:
   - ✓ First and last name
   - ✓ Organization
   - ✓ Application Name (web-based Organ Donor)
   - ✓ Connection Type (Internet or dial-up)
4. Send to **support@dhss.state.mo.us**

Using an attachable document
To make a screen print, complete the following:
1. At the point the error has occurred, press the "**Print Screen**" Key. An image of your desktop will be created.
2. Open a blank word processing document such as in *Word* or *WordPad*. (Please note this does not work in *Notepad*).
3. Select "**paste**" on the *Edit* pull down menu. This will paste your screen image into the word processing document**.**
4**. Save the document and attach to an email.**
5. Remember to include in your email**:**
   - ✓ First and last name
   - ✓ Organization
   - ✓ Application Name (web-based Organ Donor)
   - ✓ Connection Type (Internet or Dial-up).
   - ✓ Attach copy of screen print showing description of error.
6. Send to **support@dhss.state.mo.us**

Weekly downtime Thursday at 0300

Access to the registry is expected to be 24 hours daily, 7 days per week with only one hour per week of scheduled downtime. This downtime is needed to load new registry participants and perform system back-ups. A message will appear to notify the user that the scheduled maintenance is being performed and give the user an estimate of how much longer the registry is expected to be unavailable.

You will not damage the system if you try to access the registry during the scheduled downtime.

Organ Donor Registry - Login Error - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://dhssweb03.dhss.state.mo.us/CheckLogin.asp

missouri organ donor registry

Ask Us   Search

Login
MO Laws
Help

Current Time: 3/21/2002 3:14:07 AM

Organ Donor Registry Database Maintenance Scheduled Now.
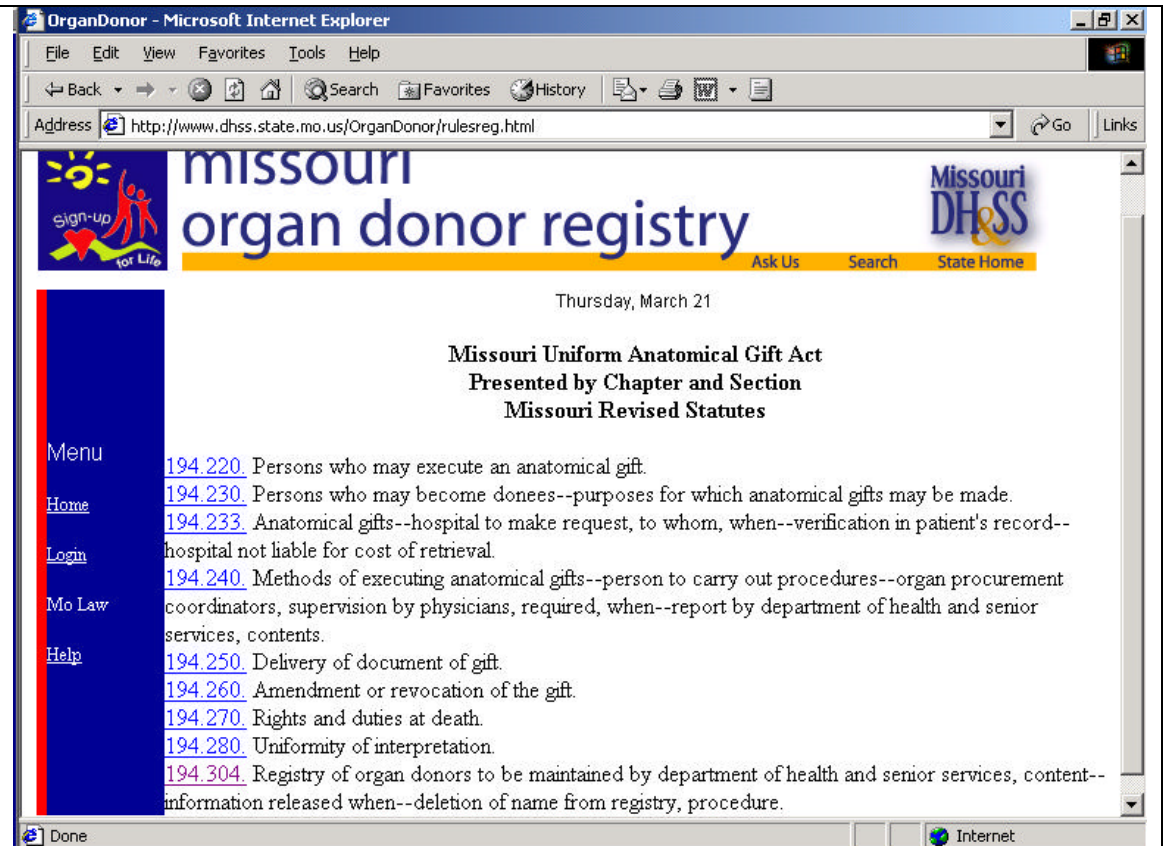Please wait approximately 51 minutes and try again.

Login | MO Laws | Help

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MO Law To view all pertinent laws for the Missouri Organ Donor Registry or the Missouri Uniform Anatomical Gift Act, click "MO Law" on the menu.	OrganDonor - Microsoft Internet Explorer File Edit View Favorites Tools Help Back · → · ⊗ ⧉ ⌂ ⊙Search ⓐFavorites ③History ⧉· ⧉ ⧉ · ⧉ Address ⧉ http://www.dhss.state.mo.us/OrganDonor/rulesreg.html ⊙Go Links **missouri organ donor registry** Missouri DH&SS Ask Us Search State Home Thursday, March 21 **Missouri Uniform Anatomical Gift Act** **Presented by Chapter and Section** **Missouri Revised Statutes** Menu Home Login Mo Law Help 194.220. Persons who may execute an anatomical gift. 194.230. Persons who may become donees--purposes for which anatomical gifts may be made. 194.233. Anatomical gifts--hospital to make request, to whom, when--verification in patient's record--hospital not liable for cost of retrieval. 194.240. Methods of executing anatomical gifts--person to carry out procedures--organ procurement coordinators, supervision by physicians, required, when--report by department of health and senior services, contents. 194.250. Delivery of document of gift. 194.260. Amendment or revocation of the gift. 194.270. Rights and duties at death. 194.280. Uniformity of interpretation. 194.304. Registry of organ donors to be maintained by department of health and senior services, content--information released when--deletion of name from registry, procedure. Done Internet
Logout To logout of the Missouri Organ Donor Registry web application, click "Logout" on the menu.	